

JOB PROFILE

Directorate:	Housing and Wellbeing
Service Area:	Housing Needs
Job Title:	Housing Options Officer
Grade:	E
Post Number:	H150
Base/Location:	Charnwood Borough Council Offices
Responsible To:	Housing Options Team Leader
Responsible For:	Nil staff
Key Relationships/ Liaison with:	Internal and external services and agencies including those from the statutory, voluntary and private sectors • Private and social landlords • Housing and homeless applicants

Job Purpose

To prevent and relieve homelessness
To determine homelessness applications
To provide advice and assistance to homeless applicants
Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

Main Duties and Responsibilities

1.	Deliver effective, efficient, consistent, customer focused and appropriate housing services, in line with legislation and related guidance and council policies and procedures, and in partnership with other teams and organisations
2.	Deal with customer enquiries effectively and appropriately, including via email / letter, via telephone / video call, in person, in the council offices, in customers' homes and at other sites as appropriate
3.	Provide advice and assistance in relation to housing rights, responsibilities and options, in order to support customers to prevent / relieve their homelessness
4.	Investigate, assess, and determine homeless applications
5.	Make decisions / recommendations for decisions and produce decision letters in relation to homeless applications
6.	Assess the housing circumstances, housing needs and housing related support needs of households who are homeless or at risk of homelessness, identify actions required to retain / secure and sustain suitable accommodation, monitor actions and provide regular progress updates
7.	Allocate accommodation to homeless applicants, carry out related suitability

	assessments and ensure the best use of available accommodation
8.	Arrange, manage and monitor interim / temporary accommodation placements, including payment of charges, satisfactory behaviour and adherence to other terms and conditions, and ensure the number and duration of placements is minimised wherever possible
9.	Participate in the housing options service duty rota inside of normal service opening hours and emergency standby and advisory duty rota outside of normal service opening hours
10.	Assist the Housing Allocations Team to provide advice and assistance, investigate, assess and determine housing register applications and allocate accommodation to housing register applicants, when required
11.	Assist the Housing Allocations Team with the housing allocations service duty rota inside of normal service opening hours, when required
12.	Produce and maintain accurate, up to date and appropriate records in relation to all aspects of the service
13.	Protect and manage information securely, reporting information security breaches / suspected information security breaches, in line with council policies and procedures
14.	Deliver fair and equal services to customers, in line with council policies and procedures
15.	Identify and report safeguarding concerns, in line with council policies and procedures
16.	The postholder will be required to undertake such other duties commensurate with the grade, and / or hours of work, as may be reasonably be required.
17.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
Special Factors	
The nature of the work may involve the jobholder carrying out work outside of normal working hours.	

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

This post is eligible for a DBS check under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (i.e. it involves certain activities in relation to children and/or adults) and defined as regulated activity under Part 1 of the Safeguarding Vulnerable Groups Act 2006 before the coming into force of section 64 of the Protection of Freedoms Act 2012 on 10th September 2012. Therefore **a DBS enhanced check (without a barred list check) is an essential requirement.**

Prepared by: Housing Options Team Leader

Date: November 2025

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	Essential	Desirable
<u>Qualifications</u>		
Level 3 certificate or equivalent in Housing or a related subject	✓	
Certified member of the Chartered Institute of Housing		✓
Or		
Demonstrable experience identified within the section below.	✓	
<u>Experience</u>		
Experience of delivering housing options, housing advice, homelessness prevention or related services	✓	
Experience of delivering housing allocations or property lettings services		✓
Experience of delivering housing support or tenancy support services		✓
Experience of managing own caseload	✓	
Experience of working with vulnerable people in complex situations	✓	
Experience of working in a multi-agency environment	✓	
Experience of working in an outcomes-focused service	✓	
<u>Skills / Knowledge</u>	✓	
The ability to converse at ease with customers and provide advice in understandable spoken English is a requirement of the	✓	

	Essential	Desirable
post.		
Knowledge of Part 7 of the Housing Act 1996 and associated regulations and guidance	✓	
Knowledge of Part 6 of the Housing Act 1996 and associated regulations and guidance		✓
Knowledge of benefit maximisation		✓
Strong verbal communication skills and ability to clearly explain processes and actions	✓	
Strong written communication skills and ability to produce clear and accurate case records, letters and reports	✓	
Strong organisational and time management skills	✓	
Ability to effectively prioritise workloads	✓	
Ability to meet deadlines and achieve performance targets	✓	
Ability to use own initiative, make decisions and resolve problems	✓	
<u>Interpersonal Skills</u>		
Ability to communicate clearly, sensitively and effectively with customers with differing needs and colleagues	✓	
Ability to work effectively with vulnerable people in complex situations	✓	
Ability to work effectively as part of a team	✓	
Ability to work effectively with partner agencies and organisations	✓	
Mediation Skills		✓
<u>Disposition /Attitude</u>		
Ability to work effectively under pressure	✓	
Ability to work effectively without direct supervision	✓	
Ability to respond to enquiries and complaints in an assertive and sympathetic manner	✓	
Commitment to providing fair and equal services	✓	
Commitment to providing excellent customer services	✓	
Flexible approach to work with the ability to adapt to change and respond to challenges		✓

	Essential	Desirable
Willingness to attend meetings and events when required, which may on occasion take place outside of normal service opening hours	✓	
<u>Personal Circumstances</u>		
Ability to travel in and around Charnwood	✓	
Ability to participate in a duty rota inside of normal service opening hours	✓	
Ability to participate in a duty rota outside of normal service opening hours for an emergency standby and advisory service	✓	
<u>Other requirements</u>		
An understand of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓	
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓	

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